

Office of Executive Inspector General  
Division of Investigations  
Court Reporter/Administrative Assistant  
Position Description

Posting Date: October 5, 2012  
Posting Close Date: Open until position is filled  
Salary Range: \$2,500.00 to \$5,000 Monthly

**POSITION SUMMARY:** Under the direct supervision of the Deputy Inspector General – Investigations and/or the Deputy Inspector General and Chief of Investigative Division, serves as Court Report/Administrative Assistant. The incumbent performs a variety of highly responsible professional and administrative duties, including recording and transcribing investigative interviews as required; answering the telephone, preparing correspondence, copying and distributing documents; drafting a variety of documents; and providing general office assistance such as file and record maintenance. This position involves working with information of an extremely sensitive and confidential nature associated with investigations and legal proceedings.

**ESSENTIAL RESPONSIBILITIES:**

1. Responsible for recording and transcribing investigative interviews utilizing a computerized “stenotype” machine or similar equipment as a method for phonetic shorthand as required. Utilizes transcription equipment and software to transcribe audio recordings. Prepares transcripts from recorded or live interviews to be included as part of investigative files. Coordinates review of draft transcripts to ensure accuracy.
2. Responsible for answering telephone calls, directing calls to staff and taking messages; exercising judgment and discretion in referring callers to appropriate staff depending on nature of call; independently responding to routine, procedural inquiries about OEIG programs and operations; greeting visitors to the office and directing them to appropriate staff offices or meeting locations.
3. Assists with the initial complaint review process, ensuring that all complaints are entered timely and accurately in the database. Opens and prepares case files from complaints received via in-person delivery, hotline, website, fax, referrals, or other means. Responsible for forwarding incoming complaints that need immediate attention.
4. Provides clerical support and maintains various files, records and logs for supervisors, maintains calendars and coordinates meetings and appointments, makes travel arrangements as required.
5. Develops, types, edits, proofreads and distributes original correspondence, reports, charts and memoranda; maintains electronic and hard copy of files of documents.
6. Assists with file maintenance and organization; makes copies and distributes documentation as required.
7. Answers hotline calls, documenting requisite information associated with the complaints, and entering information into a log which records all calls.
8. Assist with the coordination and tracking of investigative files.
9. Maintains and updates the OEIG’s internal library with relevant state agency policies and procedures.

#### **ADDITIONAL RESPONSIBILITIES:**

1. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

#### **REQUIREMENTS:**

- demonstrated knowledge, skill and mental development equivalent to completion of four years of high school;
- licensure as a Certified Shorthand Reporter (CSR);
- minimum of two years of college or business education is desirable;
- prior administrative experience or secretarial experience in a public or private organization;
- high personal ethical standards and discretion due to content of work materials;
- excellent interpersonal, communication, organizational and writing skills;
- demonstrated knowledge of Microsoft Office Suite (Excel, Word, Outlook) and other internet applications;
- ability to communicate clearly and concisely, orally and in writing, and the ability to interact professionally with others; and
- ability to complete projects with short deadlines.

**JOB STATUS:** Full-time, FLSA non-exempt. This position is exempt from the State of Illinois Personnel Rules.

**PHYSICAL FACTORS:** Duties are generally performed in an office setting and typically includes:

- sitting for extended periods of time;
- using stenotype and transcription equipment and software;
- using personal computer, photocopier, facsimile, telephone, and teleconference equipment;
- handling and transporting documents weighing up to 30 lbs.; and
- standing, reaching, and bending at the waist or bending of the legs.

#### **HOW TO APPLY:**

Qualified applicants should download the OEIG employment application and submit the completed application, resume, and cover letter to the OEIG Division of Human Resources, 32 West Randolph, Suite 1900, Chicago, IL 60601. Contact Division of Human Resources at 312.814.1789.

**The OEIG is an Equal Opportunity Employer**